

United States Department of Veterans Affairs



Fiscal Year 2013

Federal Program Inventory

VA Services List

May 2013

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Introduction

The GPRA Modernization Act (GPRAMA) of 2010 requires a central inventory of all Federal programs. The Federal Program Inventory has the potential to facilitate coordination across Federal Agency programs by making it easier to find programs that can contribute to a shared goal, as well as improve public understanding about what Federal programs do and how they link to budget, performance and other information.

This document describes each of the Department of Veterans Affairs' (VA) 93 program activities across 3 Administrations as well as how the program activities support the Department's broader Strategic Goals and Strategic Objectives. Please refer to www.Performance.gov for program contributions to VA's Agency Priority Goals (APG) and Cross-Agency Priority (CAP) Goals. The Department currently contributes to the following CAP Goals: Veteran Career Readiness, Job Training, Cyber Security, IT Management/Data Center Consolidation, Human Capital Management/Closing Skills Gaps, Entrepreneurship and Small Business, Procurement and Acquisition Management/Strategic Sourcing, Real Property Management, Financial Management/Improper Payments, Sustainability. Each Administration includes the budget authority reported in the President's Budget for fiscal years 2012, 2013 and 2014 request.

Approach

VA designed its approach for the Federal Program Inventory to closely mirror the budget structure, which aligns to the way the Department manages. This list of programs is intended to resonate with key external stakeholders, including but not limited to: Congress and Veterans Service Organizations (VSO).

Generally, programs consist of 1-2 program activity (PA) lines of the President's Budget Appendix. Some programs, however, are the aggregation of multiple program activity lines. The Department aggregated, disaggregated or maintained the PA lines to develop a program inventory that resonates with VA's external partners and reflects internal agency operations.

This program inventory was produced with the dedication and talents of the Department of Veterans Affairs staff. The sincerest thanks and acknowledgement is offered to these numerous and generous individuals. To send comments, or obtain additional information about this document, please contact Mike Cho, Office of Policy and Planning, at (202) 461-5812 or email: Mike.Cho@va.gov

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1. National Cemetery Administration (NCA)

| | Budget Authority (in millions of dollars) | | |
|---|---|---------|---------|
| | FY 2012 | FY 2013 | FY 2014 |
| Discretionary – NCA Administration | \$252 | \$255 | \$250 |
| Discretionary – Grants for State Cemeteries | \$46 | \$46 | \$45 |

Primarily through the National Cemetery Administration (NCA), VA honors Veterans and their eligible family members with final resting places in national shrine cemeteries and with lasting tributes that commemorate their service and sacrifice to our Nation.

1.1. Memorial Services

Through a system of 131 national cemeteries located in 39 states and Puerto Rico, the National Cemetery Administration (NCA) inters eligible Veterans and family members and maintains those graves and their environs as national shrines. In addition, NCA furnishes headstones and markers worldwide for the graves of eligible persons who are interred in national, state, tribal or other government Veterans cemeteries and private cemeteries. NCA furnishes medallions commemorating the Veteran's service that may be affixed to a privately purchased headstone or marker placed in a private cemetery. Families of deceased Veterans may receive a Presidential Memorial Certificate that recognizes the Veteran's contribution and service to the Nation. NCA also provides a grave liner or partial reimbursement for a privately purchased outer burial receptacle for each new grave in open VA national cemeteries. Finally, through its First Notice of Death (FNOD) Office, NCA ensures that VA's IT systems are updated and record First Notice of Veteran Death based on burial flag applications, headstone/marker applications and insurance information from VA's Insurance Claims Office (VBA). These updated electronic files ensure timely termination of benefits, avoiding overpayment and collection actions, as well as notifying next of kin of possible entitlement to survivor benefits.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

1.2. Veterans' Cemetery Grants

The Veterans' Cemetery Grants program provides aid to states or tribal organizations in establishing, expanding, or improving state or tribal Veterans cemeteries.

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 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
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2. Veterans Benefits Administration (VBA)

| | Budget Authority (in millions of dollars) | | |
|------------------------------------|---|----------|----------|
| | FY 2012 | FY 2013 | FY 2014 |
| Mandatory – VBA Administration | \$65,489 | \$74,724 | \$86,146 |
| Discretionary – VBA Administration | \$2,019 | \$2,164 | \$2,455 |

The mission of the Veterans Benefits Administration (VBA) is to serve as a leading advocate for Veterans, Servicemembers, and their families, delivering with excellence, client-centered and personalized benefits and services that honor their service, assist in their readjustment, enhance their lives, and engender their full trust.

2.1. Veterans Benefits – Administration of Benefits

Funded by General Operating Expenses (GOE) appropriation, this program administers and manages all programs within the Veterans Benefits Administration.

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2.2. Burial Benefits

The burial benefits program provides one-time payments for the burial of a Veteran. VA will pay a burial allowance up to \$2,000 if the Veteran's death is service-connected. In some cases, VA will pay the cost of transporting the remains of a Veteran whose death was service-connected to the nearest national cemetery with available gravesites. VA also pays a \$300 burial and funeral allowance for Veterans who, at time of death, were entitled to receive pension or compensation or would have been entitled if they were not receiving military retirement pay. Eligibility also may be established when death occurs in a VA facility, a VA-contracted nursing home or a State Veterans nursing home.

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Disability Compensation Benefits Programs [2.3 – 2.6]

2.3. Veterans Disability Compensation

The Disability Compensation program provides monthly payments to Veterans in recognition of the effects of disabilities, diseases, or injuries incurred or aggravated during active military service. Compensation may also be paid to certain Veterans who were disabled as a result of VA health care treatment or while participating in VA Vocational Rehabilitation or Compensated Work Therapy programs.

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2.4. Survivors Compensation

Survivor benefits include two needs-based programs payable to eligible spouses, dependent children, and parents. For a survivor to be eligible for Dependency and Indemnity Compensation (DIC), the Veteran's death must have resulted from one of the following causes: a disease or injury incurred or aggravated in the line of duty while on active duty or active duty for training; an injury, heart attack, cardiac arrest, or stroke incurred or aggravated in the line of duty while on inactive duty for training; or a service-connected disability or a condition directly related to a service-connected disability. DIC also may be paid to certain survivors of Veterans who were totally disabled from service-connected conditions at the time of death, even though their service-connected disabilities did not cause their deaths. Surviving spouses of Veterans who died on or after January 1, 1993, receive a basic DIC rate, plus additional payments for dependent children, for the aid and attendance of another person if they are patients in a nursing home or require the regular assistance of another person, or if they are permanently housebound.

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2.5. Dependency Indemnity Compensation (DIC)

The dependency and indemnity compensation (DIC) program provides supplemental income for survivors of Veterans who died as a result of their service.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
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- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits

2.6. Filipino Veterans Compensation

The Filipino Veterans Equity Compensation fund was established under the Consolidated Security, Disaster Assistance, and Continuing Appropriations Act of 2009 (P.L. 110-329) to make payments to eligible persons who served in the Philippines during World War II. The release of one-time, lump-sum payments payment to eligible WWII Filipino Veterans was subsequently authorized and appropriated by Congress in the American Recovery and Reinvestment Act of 2009 (PL 111-5).

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Pension and Fiduciary Benefits Programs [2.7 – 2.9]

2.7. Veterans Pension

Pension benefits are monthly payments, specified by law, provided to Veterans with nonservice-connected disabilities who served in a time of war. Veterans must meet specific income limitations and must be permanently and totally disabled or must have reached the age of 65. This program also provides monthly payments, as specified by law, to income-eligible surviving spouses and dependent children of deceased wartime Veterans who die as a result of a disability unrelated to military service.

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2.8. Survivors Pension

Survivors pension claims - pension claims filed by survivors, including aid and attendance and housebound. VA provides pensions to low-income surviving spouses and unmarried children of deceased Veterans with wartime service. To be eligible, spouses must not have remarried and children must be under age 18, or under age 23 if attending a VA-approved school, or have become permanently incapable of self-support because of disability before age 18. The Veteran must have been discharged under conditions other than dishonorable and must have had 90 days or more of active military service, at least one day of which was during a period of war, or a service-connected disability justifying discharge.

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2.9. Fiduciary Services

Fiduciary services are provided to Veterans and beneficiaries, who, because of injury, disease, infirmities of age, or they are minor children, are unable to manage their financial affairs. This program provides for a selected fiduciary, normally a family member or caregiver, to manage the beneficiary's financial affairs to ensure all of his or her debts are paid. Additionally, through the fiduciary program, periodic visits are conducted with beneficiaries to ensure they are being properly cared for.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits

Life and Traumatic Injury Insurance Benefits [2.10 – 2.19]

2.10. Veterans Mortgage Life Insurance

Veterans' Mortgage Life Insurance (VMLI) is mortgage protection insurance that can help families of severely disabled Servicemembers or Veterans pay off the home mortgage in the event of their death. VMLI is only available to Servicemembers and Veterans with severe service-connected disabilities who: received a Specially Adapted Housing (SAH) grant or a Special Housing Adaptation (SHA) to help build, remodel, or purchase a home, and have the title to the home, and have a mortgage on the home. Veterans must apply for VMLI before their 70th birthday.

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2.11. United States Government Life Insurance

The United States Government Life Insurance (USGLI) was established in 1919 as a successor to the War Risk Insurance program. The program was closed to new issues on October 8, 1940, except for World War I Veterans who could apply for coverage until April 25, 1951. This program is self-supporting.

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2.12. National Service Life Insurance

National Service Life Insurance (NSLI) was created on October 8, 1940, to handle the insurance needs of World War II service personnel. Policies were issued from 1940 until April 25, 1951. The program is self-supporting, except for the cost of claims traceable to the extra hazards of service in the armed forces.

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2.13. Veterans' Special Life Insurance

Veterans' Special Life Insurance (VSLI) was established in 1951 to meet the insurance needs of Veterans who served during the Korean War and the post-Korean War period. Individuals separating from service between April 25, 1951, and January 1, 1957, had 120 days to apply for VSLI. This program is self-supporting.

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2.14. Veterans Reopened Insurance

Veterans' Reopened Insurance (VRI) – Public Enterprise Fund: Policies in the VRI program were issued during a re-opening of the NSLI program from May 1, 1965, through May 2, 1966. This program made life insurance available to certain World War II and Korean Conflict Veterans who met the eligibility requirements. By law, the VRI program is entirely self-supporting, and funds are transferred annually from the VRI fund to the general operating expenses account to cover the cost of operations.

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2.15. Service-Disabled Veterans' Insurance

Service-Disabled Veterans' Insurance (S-DVI) was established on April 25, 1951, and is still open to new issues. S-DVI is open to Veterans separated from service, under other than dishonorable conditions on or after April 25, 1951, who are approved for service-connected disability ratings of zero percent or greater. Because S-DVI insures Veterans with service-connected disabilities at standard premium rates, it requires an annual subsidy from the VI&I account. S-DVI policyholders who are eligible for waiver of premiums can purchase up to an additional \$30,000 in coverage at standard rates, based on their current age. No waiver of premiums can be granted on the supplemental coverage. PL 111-275 increased the amount of Supplemental Insurance for Totally Disabled Veterans from \$20,000 to \$30,000, effective October 1, 2011.

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2.16. Servicemembers' Group Life Insurance (SGLI)

The Servicemembers' Group Life Insurance (SGLI) program was established in 1965 and provides \$400,000 of automatic coverage to Servicemembers upon enlistment, including Active duty, Reserve and National Guard members. Members can decline or elect lower amounts of coverage. The program is self-supporting, except for the cost of claims traceable to the extra hazards of military service.

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2.17. Family Servicemembers' Group Life Insurance (FSGLI)

The Family Servicemembers' Group Life Insurance (FSGLI) program was established on November 1, 2001 and provides \$100,000 of coverage to the spouses and \$10,000 of coverage for dependent children of members insured under the SGLI program. Members can decline or elect lower amounts of spouse coverage. This program is self-supporting.

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2.18. Servicemembers' Group Life Insurance Traumatic Injury Protection (TSGLI)

The SGLI Traumatic Injury Protection (TSGLI) Program became effective December 1, 2005 and provides 24/7 traumatic injury coverage to Servicemembers insured under SGLI. It also covers members injured between October 7, 2001 and November 30, 2005, regardless of whether the member had SGLI coverage. The program is self-supporting, except for the cost of claims traceable to the extra hazards of military service.

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2.19. Veterans' Group Life Insurance (VGLI)

The Veterans' Group Life Insurance (VGLI) program was established in 1974 and allows separating Servicemembers to convert the amount of SGLI coverage they had at separation to lifetime renewable term insurance after separation from service. This program is self-supporting.

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Loan Guaranty Benefits [2.20 – 2.27]

2.20. Housing Guaranteed Loan

The Servicemen's Readjustment Act of 1944, Public Law 78-346 established the Loan Guaranty (LGY) Program allowing the Government to help eligible Veterans, Servicemembers, and their families become homeowners. LGY provides home loan benefits as well as other housing-related programs to help eligible Veterans and Servicemembers to obtain, retain, or adapt a home for their own personal occupancy. VA-guaranteed loans are provided by private lenders, such as banks and mortgage companies, and not by VA directly. VA guarantees a portion of the loan made by the lender against loss and helps lenders provide Veterans and Servicemembers with more favorable financing terms. In order to be eligible for a VA-guaranteed loan the borrower must meet both credit and income standards and have a valid Certificate of Eligibility, which includes being discharged under conditions other than dishonorable.

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2.21. Acquired Direct Loan

When all other efforts have failed to bring a defaulted VA-guaranteed loan current VA can purchase the loan from the loan servicer, becoming a direct loan between VA and the borrower. Each acquired (refunded) loan is reviewed on a case-by-case base to determine if the Veteran is an acceptable credit risk. All acquired loans are serviced by the portfolio loan servicing contractor.

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2.22. Vendee Direct Loan

Section 3733 of the United States Code provides the Secretary with the authority to finance the sale of real property acquired by VA as the result of a default on a VA-guaranteed loan through a direct loan to the purchaser. The loans made to finance the purchase of these properties, known as vendee loans, may be made at an interest rate lower than the prevailing market rate..

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2.23. Guaranteed Loan Sale Securities

After a property is foreclosed on and the servicer elects to transfer custody to VA, VA may elect to bundle and sale pools of vendee loans. The loans may be sold to a trust, which in turn issues certificates that are backed by the mortgages and sold to investors. VA guarantees that investors in the certificates will receive “full and timely” payment of principal and interest from the loans as well as against losses at foreclosure.

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2.24. Native American Direct Loan

The Native American Veterans Housing Loan Program is authorized by 38 U.S.C. chapter 37, section 3761 to provide direct loans to eligible Veterans living on Federal trust lands. These loans are available to any eligible Native American Veteran, or any Veterans married to Native American non-Veterans. The loans may be used to purchase, construct or improve a home to be occupied as a Veterans' residence. Before a direct loan can be made legally, the Veteran's tribal government must sign a Memorandum of Understanding with the Department of Veterans Affairs.

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2.25. Specially Adapted Housing (SAH) & Special Housing Adaptation (SHA)

SAH/SHA programs provide eligible Veterans and Servicemembers a barrier-free environment, which allows them to live independently in their homes. Veterans and Servicemembers who suffer from specific, severe, service-connected injuries or disabilities can obtain grant funds to construct an adapted home, adapt an existing home, or in some instances to repay the mortgage on a previously adapted home that meets their adaptive housing needs. Grant limits are specified in law, and are annually indexed to the cost of construction. While Veterans receiving SAH/SHA grants must have ownership interest in their homes, VA also provides Temporary Residence Adaptation grants under this program to Veterans and Servicemembers who are, or will be, temporarily residing in a home owned by a family member.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
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Supported Integrated Objective: Make it easier for Veterans and their families to the right benefit, meeting their expectations for quality, timeliness and responsiveness.

2.26. Vocational Rehabilitation Loan

Currently, loans of up to \$1,108, twice the amount of the indexed full-time subsistence allowance for a Veteran with no dependents under chapter 31, are available to service-connected disabled Veterans that participate in VA's Vocational Rehabilitation and Employment Program. Vocational rehabilitation counselors approve these temporary loans to those needing additional financial assistance. The loan program helps provide Veterans with the resources necessary for them to continue their vocational rehabilitation training if unforeseen hardship occurs. These loans help to ensure the Veteran remains in training and/or to assist Veterans moving from shelters to permanent

housing. These loans help protect VA's investment in the Veteran, which averages approximately \$8,640 each year. Repayment of the loans are made in monthly installments, without interest, through deductions from future payments of compensation, pension, subsistence allowance, educational assistance allowance, or retired pay; thus, ensuring all loans are fully repaid, on time. Most loans are repaid in full in less than one year. There are few defaults.

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2.27. Transitional Housing Loan

Guaranteed Transitional Housing Direct Loan Financing Account: The Guaranteed Transitional Housing Direct Loan Financing Account is a non-budgetary account that records all financial transactions to and from the government resulting from direct loan obligations. The Direct Loan Financing account is used primarily for financial tracking of each cohort year's loan activity within the financing account and is not included in budget totals when calculating total government spending. The program's direct loans are funded with borrowing from the Federal Financing Bank (FFB). For budgetary and financing reporting purposes, the program's loans are treated as Agency debt. Therefore, although this is a guaranteed loan program, all transactions are accounted for in a direct loan financing account.

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Education Benefits Programs [2.28 – 2.34]

2.28. Post-9/11 GI Bill

Post-9/11 GI Bill (Chapter 33): Chapter 33 was enacted in the Post-9/11 Veterans Educational Assistance Act of 2008 (P.L. 110-252), and greatly expanded education benefits beginning on August 1, 2009. The Post-9/11 GI Bill provides financial support for education and housing to individuals with at least 90 days of aggregate service after September 10, 2001, or individuals discharged with a service-connected disability after 30 days. This benefit provides up to 36 months of education benefits, and generally benefits are payable for 15 years following release from active duty. The Post-9/11 GI Bill also offers some service members the opportunity to transfer their GI Bill to dependents. Approved training includes graduate and undergraduate degrees, vocational/technical training, on-the-job training, flight training, correspondence training, licensing and national testing programs, entrepreneurship training, and tutorial assistance.

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2.29. Montgomery GI Bill – Active Duty

All-Volunteer Force Educational Assistance Program or the Montgomery GI Bill (Chapter 30): The predecessor of the Post-9/11 GI Bill program, and still in wide use, these VA educational benefits may be used while the Servicemember is on active duty or after the Servicemember's separation from active duty with a fully honorable military discharge. Eligibility generally expires 10 years after the Servicemember's discharge. However, there are exceptions for disability, re-entering active duty, and upgraded discharges. All participants must have a high school diploma, equivalency certificate, or have completed 12 hours toward a college degree before applying for benefits. Education benefits for eligible veterans may be used for college, technical or vocational courses, correspondence courses, apprenticeship/job training, flight training, high-tech training, licensing & certification tests, entrepreneurship training, or certain entrance examinations.

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2.30. Montgomery GI Bill – Selected Reserve

Montgomery GI Bill – Selected Reserve (Chapter 1606): Chapter 1606 provides educational assistance to members of the Selected Reserve of the Ready Reserve of any of the reserve components of the Armed Forces. These components include the Army Reserve, Naval Reserve, Air Force Reserve, Marine Corps Reserve, Army National Guard, and Air National Guard which are under the Department of Defense (DoD), and the Coast Guard Reserve which is under the [Department of Homeland Security (DHS)] when it is not operating as a service in the Navy. It is a Department of Defense education benefit program that is administered by VA. Education benefits may be used for degree programs, certificate or correspondence courses, cooperative training, independent study programs, apprenticeship/on-the-job training, and vocational flight training programs. Remedial, refresher and deficiency training are available under certain circumstances.

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2.31. Survivors' and Dependents' Educational Assistance

Survivors' and Dependents' Educational Assistance (Chapter 35): Chapter 35 provides education and training opportunities to eligible dependents of certain Veterans. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs, apprenticeship, and on-the-job training. A spouse may take a correspondence course. Remedial, deficiency, and refresher courses may be approved under certain circumstances.

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2.32. Reserve Educational Assistance Program

Chapter 1607 was established as a part of the Ronald W. Reagan National Defense Authorization Act for Fiscal Year 2005. It is a Department of Defense education benefit program that is administered by VA. It is designed to provide educational assistance to members of the Reserve components called or ordered to active duty in response to a war or national emergency (contingency operation) as declared by the President or Congress. This program makes certain reservists who were activated for at least 90 days after September 11, 2001 either eligible for education benefits or eligible for increased benefits. Education benefits may be used for an undergraduate or graduate degree at a college or university; a certificate or diploma from a business, technical, or vocational school; accredited independent study courses leading to a certificate; apprenticeship or on-the-job training program; correspondence course; flight training; or programs overseas that lead to a college degree

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2.33. Veterans Retraining Assistance Program

Section 211 of Public Law 112-56, the VOW to Hire Heroes Act of 2011, established the Veterans Retraining Assistance Program (VRAP) for eligible unemployed Veterans. VRAP offers up to 12 months of training assistance. The law establishes a set of criteria that Veterans must meet in order to participate in the program, which include Veteran's age, employment status, character of discharge, type of training, and other key elements. The program is limited to 45,000 participants found eligible during the period May 15, 2012, through September 30, 2012, and to 54,000

additional participants beginning October 1, 2012. Eligible Veterans will receive the Montgomery GI Bill-Active Duty (chapter 30) full-time benefit rate for up to 12 months. Training must be completed at a VA-approved community college or technical school; it must lead to an associate degree, certificate, or other record of completion; and the training must pertain to an occupation deemed by the Department of Labor to be in high demand. The training programs must begin on or after July 1, 2012, and the authority for VA to make payments ends on March 31, 2014.

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- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits

2.34. Post-Vietnam Era Veterans' Educational Assistance Program

Title 38 U.S.C. chapter 32, Post-Vietnam Era Veterans' Educational Assistance Program (VEAP) is a voluntary contribution and matching program. To be eligible, an individual must have initially entered active duty on or after January 1, 1977, and before July 1, 1985, and enrolled and contributed before April 1, 1987. The individual must have served continuously for more than 180 days. Individuals on active duty could enroll and contribute between \$25 and \$100 a month up to a total of \$2,700. An individual on active duty may make a lump-sum contribution at any time before his or her discharge or release if he or she has not yet contributed \$2,700. The government matches contributions on a 2-for-1 basis. The government may make additional contributions, or "kickers," into the fund on behalf of individuals in critical military fields, as determined by Department of Defense, to encourage individuals to enlist or reenlist in the Armed Forces. Eligible veterans may receive benefits for a wide variety of training, including an undergraduate or graduate degree; a certificate from a technical or vocational school; a correspondence course; or flight training.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goals:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits

Vocational Rehabilitation and Employment Benefits Programs [2.35 – 2.37]

2.35. Vocational Rehabilitation and Employment Program

The Vocational Rehabilitation and Employment (VR&E) Program is authorized by Congress under

Title 38, USC, Chapter 31 and Code of Federal Regulations, Part 21. It is sometimes referred to as the Chapter 31 program. This program assists Veterans with service-connected disabilities to prepare for, find, and keep suitable jobs.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goals:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits

2.36. Vocational Rehabilitation and Employment – VetSuccess On Campus (VSOC)

This ongoing initiative provides outreach and transition services to the general Veteran population during their transition from the military to college. VetSuccess on Campus eases the transition and ensures the coordinated delivery of benefits and services to Post-9/11 Veterans, transforming the way VA supports these Veterans and developing a new service-delivery method that is more supportive of Post-9/11 GI Bill Veterans. The mission of the VetSuccess on Campus vocational rehabilitation counselor and the Vet Center outreach coordinator is to collaborate with school certifying officials, perform outreach, and communicate with Veterans, ensuring their health, education, and benefit needs are met. This will enable Veterans to stay in college to complete their degrees and enter career employment. Vet Success on Campus will continue to be fully operational at 84 sites at the end of 2014, serving an estimated 84,000 Servicemembers, Veterans, and family members with on-campus benefits assistance and adjustment counseling, leading them to completion of their college educations to prepare them to enter the labor market in viable careers.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goals:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits

2.37. Vocational Rehabilitation and Employment – Independent Living (IL)

The Independent Living program provides services so that each eligible veteran is able, to the maximum extent possible, to live independently and participate in family and community life, increasing their potential to return to work. Services may include the following: assistive technology; specialized medical, health, and / or rehabilitation services; services to address any personal and / or family adjustment issues; independent living skills training; connection with community-based support services. The program continues to identify ways to improve IL services to Veterans.

- **Supported Strategic Goals:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goals:** Increase Veteran client satisfaction with health, education, training,

counseling, financial, and burial benefits and services

- **Supported Strategic Objectives:** Make it easier for Veterans to receive the right benefits
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3. Veterans Health Administration (VHA)

| | Budget Authority (in millions of dollars) | | |
|---|---|----------|----------|
| | FY 2012 | FY 2013 | FY 2014 |
| Discretionary – VHA Administration | \$54,213 | \$56,009 | \$58,284 |
| Discretionary – Grants for State Extended Care Facilities | \$85 | \$85 | \$82 |

Department of Veterans Affairs (VA) is committed to providing Veterans and other eligible beneficiaries timely access to high-quality health services. VA's health care mission covers the continuum of care providing inpatient and ambulatory outpatient services, including pharmacy, prosthetics, mental health; long-term care in both institutional and non-institutional settings; and other health care programs, such as Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) and readjustment counseling. VA will meet all of its commitments to treat Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and Operation New Dawn (OND) Veterans and Servicemembers.

VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient centered and evidence based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the nation's well-being through education, research and service in National emergencies.

3.1. Inpatient Care

VA delivers inpatient acute hospital care in its hospitals and through inpatient contract care.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.2. Ambulatory Care

VA provides ambulatory care in 152 VA hospital-based and 850 community-based clinics. Contract fee care is provided to eligible beneficiaries when VA facilities are not geographically accessible, services are not available at a particular facility, or when care cannot be provided in a timely manner.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.3. Mental Health Services, General Outpatient Care

VA supports the availability of general outpatient mental health services for the broad range of conditions Veterans may experience (such as depression, anxiety, Post-Traumatic Stress Disorder, psychosis, and other disorders). General mental health outpatient services are available on-site in every medical center and all Community Based Outpatient Clinics (CBOCs) with greater than 1,500 unique Veterans. Smaller CBOCs must develop strategies to ensure such services can be delivered to all eligible Veterans in their patient case load who need such care. VA Telemental Health services are available to supplement services provided by the CBOC staff. For those Veterans whose mental health problems cannot be adequately managed in primary care clinics and general outpatient mental health clinics, an array of specialized programs are available.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.4. Mental Health, Intensive Recovery-Oriented Program

Day Treatment and Day Hospital programs, which typically provided few rehabilitative services, are being replaced by recovery-oriented Psychosocial Rehabilitation and Recovery Centers (PRRC), which provide individual and group treatments designed to help Veterans learn the life skills, coping skills, and interpersonal skills required for meaningful community integration. Additionally, VA facilities with more than 1,500 Veterans on the National Psychosis Registry must develop a PRRC to meet the needs of these Veterans.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Goal:** Raise readiness to provide services and protect people and assets continuously and in times of crisis
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
 - **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently
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3.5. Mental Health, Inpatient Care

Inpatient mental health services are available for Veterans who need this level of care for safety, in the case of suicidal or homicidal patients, or stabilization for patients with acute episodes of psychosis or other severe conditions. Recovery-oriented principles and practices are being introduced into inpatient mental health settings to further the incorporation of this approach to care across the full continuum of mental health services. Facilities are incorporating recovery-

oriented programming into their inpatient care programs to facilitate seamless programming as patients move through levels of care. This initiative is part of ongoing efforts to improve the care provided in the inpatient mental health setting; reduce lengths of stay, particularly for longer-term hospitalizations; reduce preventable admissions and readmissions; and improve patient engagement in outpatient care. A continuum of care upon discharge is offered to include transition from inpatient to residential care, Mental Health Intensive Case Management, general or specialty ambulatory services, and other care modalities as appropriate to support safety, stabilization, and recovery. Additionally, facilities are encouraged to incorporate design elements within their inpatient units to create warm, healing, and safe environments of care that promote patient and staff engagement and interaction.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy

3.6. Mental Health Residential Rehabilitation Treatment Programs (MH RRTP)

The MH RRTP mission is to provide state-of-the-art, high-quality 24-hours-per-day, 7 days-per-week (24/7) structured and supervised residential rehabilitation and treatment services for Veterans with complex mental health and substance use disorder treatment needs as well as co-occurring medical conditions and other psychosocial needs including homelessness. The MH RRTP identifies and addresses goals of rehabilitation, recovery, health maintenance, improved quality of life, and community integration while providing specific treatment and services for mental health and substance use disorders and homelessness.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
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- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy

3.7. Readjustment Counseling

VA provides readjustment counseling services at 300 VA Vet Centers across the country. Vet Centers are community-based counseling centers that provide a wide range of social and psychological services to include: professional readjustment counseling to Veterans who have served in a combat zone, military sexual trauma counseling, bereavement counseling for families who experience an active duty death, substance abuse assessments and referral, medical referral, VBA benefits explanation and referral, and employment counseling. Services are also extended to the family

members of eligible Veterans for issues related to military service and the readjustment of those Veterans. Furthermore, this program facilitates community outreach and the brokering of services with community agencies that link Veterans with other needed VA and non-VA services. A core value of the Vet Center program is to promote access to care by helping Veterans and families overcome barriers that impede them from using those services.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.8. Pharmacy

VA's use of medication therapies is a fundamental underpinning of how VA delivers health care today. In addition to providing medications for inpatient services and treatments, VA's pharmacy program provides Veterans with prescription medication at VA pharmacies and through mail order with minimal out-of-pocket expenses for Veterans

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.9. VHA Research and Development

The VA Research and Development (R&D) program, within the Veterans Health Administration focuses on research about the special health care needs of Veterans and strives to encourage both the discovery of new knowledge and the application of these discoveries to Veterans health care. VA R&D engages in research that comprehensively addresses the lifespan of Veterans, from post-deployment issues in mental health, traumatic brain injury, and prosthetics, transition issues including homelessness, vocational rehabilitation, and caregiving, to continued care and issues of aging, such as diabetes, chronic pain, and Alzheimer's disease. Additional major areas of focus for VA R&D include access to care, women's health, personalized medicine, and Gulf War Veterans' illnesses.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.10. Spinal Cord Injury and Disorders (SCI/D) Service

The mission of SCI/D Services is to promote the health, independence, quality of life and productivity of individuals with spinal cord injury and disorders through efficient delivery of acute rehabilitation, psychological, social, vocational, medical and surgical care, professional training, as well as patient and family education.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.11. Blind Rehabilitation Service (BRS)

The mission of BRS is to assist eligible blind and visually impaired Veterans and Servicemembers in developing the skills needed for personal independence and successful reintegration into the community and family environment. Rehabilitation in BRS is interdisciplinary and patient-centered, using integrated plans of care that address the Veterans' needs and goals to guide service delivery.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.12. Dental Care

Good oral health contributes to the well-being and overall improved health of individuals. VA Dentistry provides lifelong comprehensive dental care to Veterans with 100 percent service-connected disability or those deemed unemployable with benefits paid at that rate. Notably VA has experienced an over 40 percent increase in the numbers of these patients over the last 5 years. Dental benefits are also available to all newly discharged OEF/OIF/OND Veterans with service-connected, non-compensable dental conditions or disabilities shown to have been in existence at the time of discharge or release from active duty. Homeless Veterans enrolled in certain residential treatment programs are also eligible to receive dental treatment so that VA can improve their health and quality of life by eliminating pain and infection, as well as increasing their likelihood of employment. Essential dental services to Veterans with a medical condition negatively impacted by poor dentition can also be provided limited dental care by VA to improve their medical outcomes. These patients include poorly controlled diabetic patients, patients with head or neck cancer, organ transplant patients and others. Additionally, Veterans enrolled in Training and Rehabilitation for Veterans with Service-Connected Disabilities, title 38 Chapter 31 Vocational Rehabilitation programs are eligible for focused dental care while enrolled in the program.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and
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- memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Goal:** Raise readiness to provide services and protect people and assets continuously and in times of crisis
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.13. Prosthetics and Sensory Aids Service (PSAS)

Prosthetic and Sensory Aids Service is an integrated delivery system designed to provide medically prescribed prosthetic and sensory aids, medical devices, assistive aids, repairs, and services to eligible disabled Veterans to maximize their independence and enhance their quality of life. This includes, but is not limited to, artificial limbs, hearing aids, and home oxygen; items that improve accessibility such as ramps and vehicle modifications, wheelchairs and mobility aids; and devices surgically placed in the Veteran, such as stents. In addition PSAS administers the Home Improvement and Structural Alterations (HISA) grants and two benefits for the Veterans Benefits Administration, Clothing Allowance, and Automobile Adaptive Equipment (AAE). HISA grants may be used to ensure continuation of treatment or to provide access to the home or to essential lavatory and sanitary facilities. AAE is provided to select service connected disabled Veterans to allow them to operate an automobile. Clothing allowance provides an annual allowance to Veterans who wear or use a prescribed device due to a service connected disability where that device tends to wear or tear clothing. Irreparable damage due to a prescribed medication for a skin condition is also covered.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.14. Women Veterans Health Care

VA supports the provision of timely, equitable, high-quality, comprehensive health care services for women veterans provided in a sensitive and safe environment at VHA facilities nationwide. VA has expanded and enhanced primary, specialty and mental health treatment through the expansion of the Women's Health Services at each site of care. Contract fee care is provided to eligible beneficiaries when VA facilities are not geographically accessible, services are not available at a particular facility, or when care cannot be provided in a timely manner.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services for women veterans while optimizing value
 - **Supported Strategic Goal:** Increase Women Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services.
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- **Supported Strategic Objective:** Make it easier for Women Veterans to receive the right benefits.

Long Term Care Programs

3.15. Community Living Centers (CLCs)

VA Community Living Centers (formerly call Nursing Homes) are located on or near VA Medical Center campuses. They provide a dynamic array of short stay (< 90 days) and long stay (> 91days) services. Short stay services include; skilled nursing, rehabilitation, respite and hospice care. Long stay services include dementia care, spinal cord injury care, and long term maintenance care. Admission priority is given to those with SC conditions. Non-Service Connected (NSC) veterans may be provided short term nursing home care if space and resources are available. NSC Veterans may be responsible for the LTC “Institutional Co-pay” for nursing home care including Respite and GEM based on Eligibility status and Means Test criteria.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.16. Community Nursing Homes

VA purchases care through the Community Nursing Home program. These homes provide a broad range of nursing home care and have the advantage of being offered in many local communities throughout the nation, enabling a Veteran to receive care near his/her home and family. Community Nursing Homes provide 24-hour skilled nursing care, occupational and physical therapy, and access to social work services. Some Community Nursing Homes also provide short term rehab services, hospice and palliative care, and special care for dementia.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.17. State Veterans Home Program

The State Veterans Home (SVH) program is a grant program where a state petitions VA for a portion of the construction costs of a state veterans home and a per diem for each Veteran served. Each State Veterans Home provides nursing home, domiciliary or adult day health care or any combination of these three programs. SVH may admit non-veteran spouses and gold star parents. Located in all 50 states and Puerto Rico, State Veteran Homes are not managed by the VA but are surveyed and certified by the VA annually.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services

- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
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3.18. Adult Day Health Care

Adult Day Health Care is a program which provides health maintenance and rehabilitative services to Veterans in a congregate group setting during daytime hours. Social or medical/rehabilitative services are provided depending on the individual program. Adult Day Health Care is a program The program is for Veterans who need skilled services, case management, and assistance with activities of daily living or instrumental activities of daily living; are isolated or their caregiver is experiencing a burden. Adult Day Health Care can be a half-day or full-day program located at VA medical centers, State Veterans Homes, or community organizations. Veterans usually use the program 2 to 3 times per week, but may be able to go up to 5 times a week. Some sites may be able to assist with transportation.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy

3.19. Home Based Primary Care

The Home Based Primary Care program is a unique home care program that provides comprehensive longitudinal primary care by an interdisciplinary team of VA staff in the homes of veterans with complex chronic disabling disease for whom routine clinic-based care is not effective. VA physician supervises the health care team providing the services. The care plan includes primary care visits at home and care management. Services may include visits by a social worker, nursing, physical/occupational therapy, mental health services, nutrition counseling, and help managing medications.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.20. Homemaker and Home Health Aide Care

The Homemaker and Home Health Aide Care program provide personal care services in the home using public and private agencies for certain Veterans who meet the criteria for nursing home placement and require assistance with activities of daily living or instrumental activities of daily living; are isolated; or their caregiver is experiencing a burden. Examples of services Veterans may receive are eating, getting dressed, shopping for food, doing laundry, and providing medication reminders. The services of this program can be used in combination with other Home and Community Based Services.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.21. Hospice and Palliative Care

Hospice and Palliative Care are programs that provide treatment that relieves suffering and helps to control symptoms in a way that respects the personal, cultural, and religious beliefs and practices of each Veteran. Hospice also provides grief counseling to Veterans' families. In this program a care team assesses the Veteran and family to develop a plan of care. The program is available in home, community, outpatient, or inpatient settings.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.22. Program of All Inclusive Care of the Elderly (PACE)

PACE is a program that focuses only on seniors, including Veterans, who meet their State's standards for nursing home care. It is an optional benefit under both Medicare and Medicaid. PACE offers medical and social services that can be provided at an Adult Day Health Center, a home, or inpatient facilities. The program offers and manages all of the medical, social, and rehabilitative services needed to preserve or restore independence, remain at home or in a community, and retain quality of life.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.23. Respite Care

Respite Care temporarily relieves the spouse or other caregiver from the burden of caring for a chronically ill or disabled Veteran at home. This program can be helpful to Veterans of all ages and their caregivers. Respite Care can be delivered in an inpatient, outpatient, or home setting. The program can help lower the stress the Veterans and their family caregiver may feel when managing a Veteran's long term care needs at home.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.24. Skilled Home Health Care

The Skilled Home Health Care program provides short-term health care services to Veterans if they are homebound or live far away from VA. The care is delivered by a community-based home health agency that has a contract with VA. Skilled services such as Nursing, Physical, Occupational and Speech therapy, or Social Services may be provided. The program can be used in combination with other Home and Community Based Services.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.25. Program of Comprehensive Assistance for Family Caregivers

Under the "Caregivers and Veterans Omnibus Health Services Act of 2010," additional VA services are now available to seriously injured post-9/11 Veterans and their Family Caregivers through a new program of Comprehensive Assistance for Family Caregivers. This program provides additional assistance to primary Family Caregivers of eligible post-9/11 Veterans and Servicemembers, which includes a monthly stipend, travel expenses (including lodging and per diem while accompanying Veterans undergoing care), access to health care insurance (if the Caregiver is not already entitled to care or services under a health care plan), mental health services and counseling, comprehensive VA Caregiver training provided by Easter Seals, and respite care (not less than 30 days per year)

3.26. Telehealth Care

The Home Telehealth program provides a service that allows the Veteran's care coordinator, usually a nurse or a social worker, to monitor the Veteran's medical condition remotely using home monitoring technologies. A care coordinator receives health information from Veterans through personalized questions answered using special technology, and then checks in with the Veteran by phone if needed. If any of the Veteran's measurements do not seem normal, the care coordinator checks with that Veteran's provider. This program can be used to monitor the symptoms experienced related to chronic diseases; track blood pressure, blood sugar levels, pulse, weight, blood oxygen levels, and heart and lung sounds; and enable more timely access to care as appropriate when health concerns arise.

The Clinical Video Telehealth program provides virtual real-time video consultations that mean Veteran's can see their care provider in a distant hospital from the convenience of either a local VA community based outpatient clinic (CBOC), or their own home. Over 40 different clinical areas of care participate in this program. Veterans have the choice to receive in-person care if they prefer this to receiving care virtually. This program is not suitable for all aspects of care, since there are reasons why in-person clinic visits have to take place, and the advantage of it is that it reduces the cost and inconvenience of travel and provides easier access to specialist care advice.

The Store-and-Forward Telehealth program makes it possible for VA care providers to take digital

photographs that can help in determining the best possible treatment options and send this securely and privately to a specialist care provider at another location. This program focuses on two main areas at present. The first is taking digital photographs of the eye to screen for diabetes related eye disease in Veterans with diabetes. The second is sending digital photographs of rashes and other skin problems for review by a dermatologist.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits

3.27. Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)

CHAMPVA is a comprehensive health care program in which the VA which shares the cost of medical supplies and services with eligible beneficiaries. The Veterans Health Care Expansion Act of 1973, P.L. 93-82, authorized VA to provide a health benefits program and the Veterans' Survivor Benefits Improvements Act of 2001, P.L. 107-14, extended CHAMPVA benefits, as a secondary payer to Medicare, to CHAMPVA beneficiaries over age 65. To be eligible for CHAMPVA benefits, the beneficiary must be the spouse or child of a Veteran who has a total and permanent service-connected disability, or the widowed spouse or child of a Veteran who: (a) died as a result of a service-connected disability; or (b) had a total, permanent disability resulting from a service-connected condition at the time of death; or (c) died on active duty and in all cases the family member is not eligible for medical benefits under the Department of Defense (DoD) TRICARE Program. CHAMPVA by law is a secondary payer to other health insurance plans to include Medicare. CHAMPVA assumes primary payer status for Medicaid, Indian Health Service, and State Victims of Crime Compensation Programs.

The Veterans Caregivers and Veterans Omnibus Health Services Act of 2010, P.L. 111-163, section 102, further expanded CHAMPVA to include primary family caregivers of certain seriously injured Veterans. Eligible primary family caregivers are authorized to receive health care benefits through the existing CHAMPVA Program when the primary family caregiver has no other health care coverage (including Medicare and Medicaid).

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy

3.28. Foreign Medical Program (FMP)

The FMP is a health care benefits program for United States Veterans with VA-rated service-connected conditions who are residing or traveling abroad, excluding the Philippines where the VA Outpatient Clinic has jurisdiction of the health care services. Under FMP, VA assumes payment responsibility for certain necessary medical services associated with the treatment of Veterans' service-connected conditions, with certain exclusions.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
 - **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.29. Spina Bifida Program

Under the Departments of Veterans Affairs and Housing and Urban Development, and Independent Agencies Appropriations Act of 1997, P.L. 104-204, section 421, VA administers the Spina Bifida Health Care Program for birth children of Vietnam Veterans diagnosed with spina bifida (excluding spina bifida occulta). Additionally, the Veterans Benefit Act of 2003, P.L. 108-183, section 102, authorized birth children with spina bifida of certain Veterans who served in Korea to be eligible for care under this program. Prior to October 10, 2008, the program provided reimbursement only for medical services associated with spina bifida; under the Veterans' Mental Health and Other Care Improvements Act of 2008, P.L. 110-387, the program provides reimbursement for comprehensive medical care.

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
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 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.30. Children of Women Vietnam Veterans (CWVV)

Under the Veterans Benefits and Health Care Improvement Act of 2000, P.L. 106-419, section 401, VA administers the CWVV program for children with certain birth defects born to women Vietnam Veterans. The CWVV Program provides reimbursement only for covered birth defects.

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 - **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
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3.31. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH)

HUD-VASH is the nation's largest supportive permanent housing initiative that targets homeless Veterans and is a joint effort between HUD and VA. HUD provides housing assistance through its Housing Choice Voucher Program (Section 8) that allows homeless Veterans to rent privately owned housing. VA offers eligible homeless Veterans with intensive case management to connect them with clinical and supportive services through its health care system. The primary goal of HUD-VASH is to move Veterans and their families out of homelessness and into permanent housing.

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3.32. Grant and Per Diem (GPD) Program

Under authority of the Veterans Benefits, Health Care, and Information Technology Act, P.L. 109-461, through the Homeless Providers GPD Program, VA awards grants to community-based agencies to create transitional housing programs and offers per diem payments to GPD funded organizations. The grants are used by the providers to partially fund the costs of construction, renovation, or acquisition of a building for use as service centers (offering services such as case management, education, crisis intervention, etc.) or transitional housing for homeless Veterans. The per diem payments help offset the operational costs of the program. The purpose is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

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3.33. Health Care for Homeless Veterans (HCHV)

HCHV provides outreach and case management as well as residential services programs which target homeless Veterans transitioning from literal street homelessness, those being discharged from institutions, and Veterans who recently became homeless and require safe and stable living arrangements while they seek permanent housing. The program operates at 135 VA medical centers.

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3.34. Supportive Services for Low Income Veterans and Families (SSVF)

At-risk Veterans benefit from early interventions to avoid homelessness for themselves and their families. VA uses the authority mandated in the Veterans Mental Health and Other Care Improvements Act of 2008, P.L. 110-387, and authority provided in other legislation to establish the SSVF program. VA provides resources through the SSVF program to provide supportive services to very low-income Veteran families. Funds are granted to private non-profit organizations and consumer cooperatives that will assist very low-income Veterans and their families by providing a range of supportive services designed to promote housing stability.

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3.35. National Call Center for Homeless Veterans (NCCHV)

The purpose of the NCCHV is to provide homeless Veterans and Veterans at-risk of homelessness with timely and coordinated access to VA and community services, and to disseminate information to concerned family members and non-VA providers about all the programs and services available to assist these Veterans. The NCCHV is a national vehicle for VA to respond to Veterans and community providers, assisting them in connecting to local VA and community resources that provide prevention services to Veterans or assist Veterans in exiting homelessness.

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3.36. Veterans Justice Outreach (VJO) Program

The VJO program, formally launched in 2009, aims to prevent homelessness by providing outreach and linkage to VA services for Veterans at early stages of the justice system, including Veterans' courts, drug courts, and mental health courts, and Veterans in local county and city jails. A VJO

Specialist is located at each VA medical center and works with local justice system partners to facilitate access and adherence to treatment for justice-involved Veterans.

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- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy

3.37. Homeless Veterans Supported Employment Program (HVSEP)

This program, jointly operated by the Compensated Work Therapy (CWT) and Homeless Programs, was initiated in 2011 and provides vocational assistance, job development, job placement, and on-going employment supports to improve employment outcomes among homeless Veterans. Vocational and employment services are based on rapid engagement, customized job development, and competitive community placement. Services are provided within a community-based, as opposed to a VA medical center-based context, to promote community integration among homeless Veterans. The Veterans served by HVSEP are also provided with on-going supports after job placement to assist with employment maintenance. A Veteran participating in HVSEP will continue to receive case management services from the homeless team provider

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3.38. National Homeless Registry

VA has established a database to track and monitor treatment outcomes and the impact of homelessness prevention initiatives for approximately 500,000 Veterans. The Registry serves as a data warehouse to identify and monitor the utilization and outcomes for VA-funded homeless services. It enhances VA's capacity to monitor program effectiveness and the long-term outcomes of Veterans who have utilized VA-funded homeless services. As part of the development of the National Homeless Registry, VA also created the Homeless Operations, Management and Evaluation System (HOMES) to track case management services provided to Veterans who are homeless or at-risk of homelessness. HOMES was activated in April 2011.

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4. Office of Information and Technology (OIT)

| | Budget Authority (in millions of dollars) | | |
|---------------------|---|---------|---------|
| | FY 2012 | FY 2013 | FY 2014 |
| Discretionary – OIT | \$3,111 | \$3,131 | \$3,683 |

4.1. Operations and Maintenance

Operations and maintenance of all deployed systems, including systems directly enabling the delivery of services to Veterans, systems protecting Veterans' personal information, and systems that contribute to cost efficiencies, as well as funding for activating VA Medical Centers and other VA facilities.

Supported Strategic Goals: Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value

- **Supported Strategic Goal:** Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Goal:** Raise readiness to provide services and protect people and assets continuously and in times of crisis.
- **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
- **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently

4.2. Development

Development of Information Technology solutions, which are comprised of four categories: Integrated Electronic Health Record (iEHR), Virtual Lifetime Electronic Record (VLER) Health, the Departments 16 Major Transformation Initiatives, and other continuing development.

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4.3. Staffing and Administration

Staffing and administrative expenses for Office of Information Technology, includes, but not limited to: pay, benefits, travel, training, supplies and leases.

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 - **Supported Strategic Objective:** Make it easier for Veterans to receive the right benefits
 - **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently
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5. Departmental General Administration (Gen Ad)

| | Budget Authority (in millions of dollars) | | |
|--|---|---------|---------|
| | FY 2012 | FY 2013 | FY 2014 |
| Discretionary – Departmental Gen Ad | \$417 | \$419 | \$403 |

Departmental General Administration encompasses the Office of the Secretary, six Assistant Secretaries and VA-level staff offices.

5.1. Office of the Secretary

The Office of the Secretary provides executive leadership and strategic direction for all VA programs, including VA's efforts to transform the Department into a 21st century organization, and to ensure that the Department cares for Veterans over a lifetime, from the day the oath is taken until the day they are laid to rest.

- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Goal:** Improve internal customer satisfaction with management systems and support services to make VA an employer of choice by investing in human capital.
- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently

5.2. Board of Veterans' Appeals

The Board of Veterans' Appeals (BVA) renders final decisions on behalf of the Secretary on appeals from decisions of local Department of Veterans Affairs (VA) offices. The Board reviews all appeals for entitlement to Veterans' benefits, including claims for service connection, increased disability ratings, total disability ratings, pension, insurance benefits, educational benefits, home loan guaranties, vocational rehabilitation, dependency and indemnity compensation, health care delivery, and fiduciary matters.

- **Supported Strategic Objective:** Make it easier for Veterans and their families to receive the right benefits, meeting their expectations for quality, timeliness, and responsiveness

5.3. Office of General Counsel

The Office of General Counsel (OGC) serves as the Department's legal advisor and ensures that the agency faithfully executes all laws, regulations, and policies that the Secretary is responsible to administer. OGC's services include: representation before administrative and judicial forums, formal and informal legal advice, ethics advice, legislative drafting and advocacy, contract review, legal program administration, rulemaking, training, and liaison with external parties.

- **Supported Strategic Goal:** Increase Veteran client satisfaction with health, education, training, counseling, financial, and burial benefits and services
- **Supported Strategic Goal:** Raise readiness to provide services and protect people and assets continuously and in times of crisis

- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
- **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently

5.4. Office of Management

The Assistant Secretary for Management oversees all resource requirements, development and implementation of agency performance measures, and financial management activities relating to VA programs and operations. Responsibility also includes a Departmental accounting and financial management system that provides for management, cost, budgeting, and account information. In addition, the Office oversees the Department's capital asset management activities and business oversight activities, including development and implementation of policies and regulations. Offices that report directly to the Assistant Secretary include: the Office of Asset Enterprise Management, the Office of Budget, the Office of Finance, the Office of Performance Management, the Office of Business Oversight, and the Office of Enterprise Risk Management.

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 - **Supported Strategic Goal:** Improve internal customer satisfaction with management systems and support services to make VA an employer of choice by investing in human capital.
 - **Supported Strategic Objective:** Make it easier for Veterans and their families to receive the right benefits, meeting their expectations for quality, timeliness, and responsiveness
 - **Supported Strategic Objective:** Educate and empower Veterans and their families through proactive outreach and effective advocacy
 - **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently
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5.5. Office of Human Resources and Administration

The Assistant Secretary for Human Resources & Administration (HR&A) formulates and executes Department-level policies and programs concerning human resources management and labor relations, and equal employment opportunity (including the timely and correct processing of EEO complaints). HR&A is responsible for formulation and execution of VA's Human Capital Investment Plan and also oversees VA Central Office support services which include building management, renovations, and audiovisual requirements.

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 - **Supported Strategic Goal:** Raise readiness to provide services and protect people and assets continuously and in times of crisis
 - **Supported Strategic Goal:** Improve internal customer satisfaction with management systems
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- and support services to make VA an employer of choice by investing in human capital
- **Supported Strategic Objective:** Educate and Empower Veterans through proactive outreach and effective advocacy
- **Supported Strategic Objective:** Build internal capacity to serve Veterans effectively and efficiently

5.6. Office of Policy and Planning

The Assistant Secretary for Policy and Planning (OPP) leads the development of initiatives and analysis for the Secretary and VA senior leaders in the areas of Veteran policy, Departmental level policy, interagency policy, program development, strategic planning, and management to support effective and efficient delivery of benefits and services to our Nation's Veterans. OPP ensures alignment of all policy, program, strategy, and operations with the strategic direction of the Administration and Secretary. OPP coordinates the development and implementation of the VA Strategic Plan, leads the Department in data analysis and program assessment, and develops external partnerships to improve services and outcomes for Veterans and their families.

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5.7. Office of Security and Preparedness

The Assistant Secretary for Security and Preparedness (OSP) continues to be an active federal partner in VA's continuity of operations in the event of an emergency (whether natural disaster or terrorist assault) with minimal disruption to ongoing services to Veterans and their families. OSP will also lead the Department's efforts in ensuring enforcement of the law and overseeing the protection of VA's infrastructure. Finally, OSP evaluates preparedness programs and develops training programs and exercises that enhance VA's readiness.

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5.8. Office of Public and Intergovernmental Affairs

The Assistant Secretary for Public and Intergovernmental Affairs provides news media services and public affairs policy guidance to create awareness of VA programs and services. The Office of Public

and Intergovernmental Affairs (OPIA) is also responsible for managing and directing intergovernmental and consumer affairs.

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5.9. Office Congressional and Legislative Affairs

Led by the Assistant Secretary for Congressional and Legislative Affairs, the Office of Congressional and Legislative Affairs executes the Department's congressional affairs program by maintaining a positive working relationship between the VA and the U.S. Congress.

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5.10. Office of Acquisition, Logistics and Construction

The Office of Acquisition, Logistics, and Construction (OALC) oversees the resources, services and projects that comprise VA's capital facilities program and also directs the Department's acquisition and logistics actions. The organization develops, analyzes, and coordinates policy initiatives on an interagency basis. The functions and tasks of the Office of Acquisition, Logistics and Construction include the management and establishment of standards for VA's enterprise-wide acquisition technology tools; the strategic direction and management oversight of VA's delegated authority from the General Services Administration to establish and maintain Federal Supply Schedules for health care system, commodities, and equipment; the promulgation of VA's construction, leasing and historic and environmental preservation policies and standards; and the formulation of plans and acquisition strategies for the procurement of land, and construction and leasing services.

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5.11. Office of the Inspector General

The Department's Office of Inspector General (OIG), an independent entity, evaluates VA's programs and operations. OIG carries out independent oversight responsibilities of the *Inspector General Act of 1978* by conducting audits, investigations, and inspections that promote economy and efficiency and identify and prevent fraud, waste, and criminal activity; and by informing the Secretary and Congress about problems, deficiencies, and recommended improvements in VA programs and activities.

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6. Construction

| | Budget Authority (in millions of dollars) | | |
|------------------------------|---|---------|---------|
| | FY 2012 | FY 2013 | FY 2014 |
| Discretionary – Construction | \$1,071 | \$1,139 | \$1,057 |

6.1. Construction - Major Projects

The Construction, Major projects provides for constructing, altering, extending, and improving any VA facility, including planning, architectural and engineering services, assessments, and site acquisition, where the estimated cost of a project is over \$10,000,000, or where funds for a project were made available in a previous appropriation under this heading.

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6.2. Construction - Minor Projects

The Construction, Minor projects provides for constructing, altering, extending and improving any VA facilities, including planning, assessment of needs, architectural and engineering services, site acquisition and disposition, where the estimated cost of a project is equal to or less than \$10,000,000.

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